

Support Center Services

Definition: Non-medical care, supervision and assistance provided in a non-institutional, group setting outside of the participant's home to people who because of their disability are unable to care for and supervise themselves. Services provided are necessary to prevent institutionalization and maintain the participants' health and safety. The care, supervision and assistance will be provided in accordance with a plan of care. An array of non-habilitative activities and opportunities for socialization will be offered throughout the day but not as therapeutic goals.

Transportation will be provided from the participant's residence to the habilitation site when the service start time is before 12:00 Noon. Transportation will be available from the participant's habilitation site to their residence when the service start time is after 12:00 Noon. The cost for transportation is included in the rate paid to the provider.

Providers: Support Center Services will only be provided by DSN Boards or companies/agencies qualified by SCDDSN to provide Day Services. Services will only be provided in or originate from facilities licensed by SCDDSN.

Contact your supervisor for your board's policy/procedure for enrollment in Adult Activity Centers (AAC) operated by your agency.

Conflict Free Case Management

In order to honor choice and prevent conflicts of interest, providers of Waiver Case Management services must not provide any other waiver service to the same person. When there is a conflict, the WCM will help the participant understand why a conflict exists and offer a choice of either another WCM provider or another waiver service provider. The Case Manager must then transition the participant to the chosen provider within 60 days.

Arranging for the Service: When it is determined that a recipient needs Support Center Services they should be given a choice of providers of this service and the offering of choice must be documented. The recipient and/or his/her family/guardian should be provided with a listing of enrolled providers. If there is only one available choice then this must be explained to the recipient and/or his/her legal guardian and documented.

Support Center Services cannot be received by a participant that is receiving residential habilitation.

Prior to requesting Support Center services to the SCDDSN Waiver Administration Division, first ensure the service is included on the STS. To make this change proceed to the services menu on the STS (**SVMEN**). Select **CHGAT** and enter SSN in Key 1 position. The day service that the participant is receiving will be displayed along with the activity type and how it is currently being funded. Enter the effective date (which is the enrollment date/budget begin date) and change the funding to Waiver ("**W**").

Once the information is entered correctly onto the STS the service should be requested to the SCDDSN Waiver Administration Division. To initiate the service following approval by the Waiver Administration Division, an electronic authorization must be completed and submitted to the chosen provider. Support Center Services must be Board-billed to the participant's SCDDSN Financial Manager agency. This must be indicated on the authorization.

Ongoing Services must be authorized annually at the time of the Support Plan, and as changes are made to the service throughout the plan year.

For individuals currently attending and determined to need the kind of assistance described in the Support Center definition, **his/her plan must clearly reflect the specific assistance** to be provided and the amount and frequency with which it will be provided. For Support Center, one unit equals one-half day as indicated by the individual's presence or absence as noted on the AAC roll book.

Monitoring the Services: You must monitor the effectiveness, frequency, duration, benefits, and usefulness of the service along with the recipient's/family's satisfaction with the service. Monitoring may be completed with the participant, representative, service providers, or other relevant entities. Information gathered during monitoring may lead to a change in the service, such as an increase/decrease in units authorized, change of provider, change to a more appropriate service, etc. DDSN recommends that the Waiver Case Manager monitors this service when it begins and as changes are made.

Monitoring must be conducted as frequently as necessary in order to ensure:

- the health, safety and well-being of the participant;
- the service adequately addresses the needs of the participant;
- the service is being furnished by the chosen provider in accordance with the authorization, relevant policies and quality expectations;
- the participant/representative is satisfied with their chosen provider/s.

Some items to consider during monitorship include:

- Is the participant satisfied with his/her daily activity?
- Is the participant satisfied with the provider of his/her service?
- Is the service area clean and safe?
- What is the individual's attendance?
- What are the opportunities for choice given to the individual?
- Does the participant feel comfortable with staff?

Reduction, Suspension, or Termination of Services: If services are to be reduced, suspended, or terminated, a written notice must be forwarded to the consumer or his/her legal guardian including the details regarding the change(s) in service, allowance for reconsideration, and a ten (10) calendar day waiting period before proceeding with the reduction, suspension, or termination of the waiver service(s). See **Chapter 9** for specific details and procedures regarding written notification and the reconsideration/appeals process.